Department of Technology Services
Overview of Rates Benchmarking Study

EXECUTIVE SUMMARY

The Technology Services Board (TSB) Services Committee has directed the Department of Technology Services (DTS) to acquire an independent consultant to benchmark DTS costs and rates against private and public organizations of similar size and complexity.

A draft Scope of Work has been submitted requesting specialized consulting services in the areas of comparing and normalizing scopes of services provision and the costs to consumers utilizing various IT services provided. The DTS is requesting on an ongoing basis, dedicated sources that can provide information, best practices guidelines, and strategies for the most customer-friendly means of packaging IT services provisions, as well as the most cost-effective methodology for recovering the expenditures of providing IT services.

Specifically, the DTS is requesting the comparison include:
- Establishment of baseline rates, costs and performance.
- Comparisons of DTS rates and costs with the rates and costs of both public and private service providers.
- Comparisons of data center costs to those costs that departments would incur for the development and support of similar services.
- Recommendations on how DTS can improve its costs and rates.
- Identification of best practices for packaging services, establishing service levels, and recovering data center costs.
- Service areas to be reviewed in sequential order: Network/Telecommunications Services, Mid-Range/Server Processing Services, Statewide Email Services, Mainframe Processing Services, Data Storage Services, Output Services, Consulting Services, and specialized Manual Services Provided.

Description	Due Date
Submit Service Request	January 24, 2007
RFP Development, Vendor Research, Baseline Data	February 1 – March 30, 2007
Release of RFO	April 11, 2007
RFO Response Submission Due	May 11, 2007
Evaluation Review / Interview (if requested)	May 18, 2007
Recommendation of Award	May 25, 2007
Commencement of Services	June 1, 2007
Detailed Work Plan	June 8, 2007
Benchmarking Study for Network Rates Begins	June 11 - July 30, 2007
Draft Report for Network Rates Benchmarking	July 31, 2007
Sub-Committee Draft Report Review	September Quarterly TSB Meeting